

September 23, 2005

TO: White House Conference on Aging

FROM: Thelma Bland Watson, Executive Director *Thelma B. Watson*

SUBJ: Report of Independent Aging Agenda Event

We are please to enclose materials from our transportation forums held on May 23 and 25, 2005. These forums provided the opportunity for us to collaborate with community partners in defining transportation issues and recommendations for addressing them.

- Enclosed are the following: Letters to 163 providers, human service organizations and government agencies explaining the meeting and related study.
- Public Needs Assessment.
- Meeting Agenda.
- Thank you letter and Summary of Meetings.
- Attendance Listing.
- Transportation Issues, Barriers and Gaps Chart.

Thank you for the opportunity to convene the forums as a Independent Aging Agenda Event and to provide this follow-up report. We would be pleased to provide additional information, if needed. Meanwhile, we look forward to hearing the policy directives that evolves from the White House Conference on Aging that will guide us over the next decade. Thank you again.

Enclosure



Planning District Commission



Metropolitan Planning Organization

Town of  
Ashland  
Counties of  
Charles City  
Chesterfield  
Goochland  
Hanover  
Henrico  
New Kent  
Powhatan  
City of  
Richmond  
Executive Director  
Paul E. Fisher

April 19, 2005

Richmond Area Human Service  
Agencies and Organizations

Dear Colleagues:

The Richmond Area Metropolitan Planning Organization (MPO), Senior Connections, The Capital Area Agency on Aging, and the United Way of Greater Richmond and Petersburg are working together to develop an assessment of public transportation needs for the region's elderly, disabled, and low income population groups. This assessment will be used by the MPO to develop proposed transportation services and recommendations for consideration by area local governments and state agencies (see attached study description). It will also be used by Senior Connections for developing policy recommendations for submission to the 2005 White House Conference on Aging (scheduled for October 23 to 26; see attached information from conference web site). Most importantly, Senior Connections and United Way will use the assessment to improve transportation outcomes for populations served by human service providers.

Your participation is vital to the success of this collaborative effort. Please make plans to attend one of the two meetings scheduled for May 23, 2005 and May 25, 2005. The May 23 meeting will start at 1:30 P.M. and be held at the United Way. The May 25, 2005 meeting will start at 9:30 A.M. and be held at Senior Connections. Further information on this meeting, including a meeting agenda, directions, and brief survey will be mailed to you in early May. Also attached for your review and information is background information on the MPO (i.e., RRPDC and MPO Questions and Answers, plus MPO and EDAC Membership Lists).

Please call Ms. Sharon Robeson, RRPDC Administrative Secretary, at 367-6001 by Wednesday, May 18, (or contact by e-mail, [srobeson@richmondregional.org](mailto:srobeson@richmondregional.org)) and let us know which meeting you plan to attend. Should you have any questions or need further information, please call Dan Lysy, RRPDC Director of Transportation, at 367-6001 (or contact by e-mail, [dlisy@richmondregional.org](mailto:dlisy@richmondregional.org)).

Thank you for your interest and commitment as we move forward to address our shared concerns on public transportation needs. We look forward to hearing from you soon.

Sincerely,



Paul E. Fisher  
Executive Director  
Richmond Regional Planning  
District Commission



Thelma Bland Watson  
Executive Director  
Senior Connections, The Capital Area  
Agency on Aging



Sherrie L. Brach  
President and Chief Professional Officer  
United Way of Greater Richmond and  
Petersburg

PEF/DNL/ser  
Attachments

Pc: Russell Holland, Richmond Area Metropolitan Planning Organization Chairman  
Michael L. Jones, United Way Services Chairman  
Archibald Wallace, III, Senior Connections Chairman  
David Williams, MPO Chairman's Citizen Appointee  
Dan Lysy, Richmond Regional Planning District Commission  
Mike Clements, Richmond Regional Planning District Commission  
Harris Spindle, Senior Connections  
Meade Boswell, United Way  
Neil Sherman, Virginia Department of Rail and Public Transportation  
Robert Hodder, GRTC Transit System  
Ivan Rucker, Federal Highway Administration

## MEMORANDUM

**To:** Richmond Area Social Service Agencies  
**From:** Michael O. Clements, P.E., Principal Planner  
Richmond Regional Planning District Commission  
**Date:** May 16, 2005  
**Subj:** **Transportation Disadvantaged Forum: Elderly, Disabled and Low- Income Persons**

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As a reminder, the Richmond Area Metropolitan Planning Organization (MPO), Senior Connections, The Capital Area Agency on Aging, and the United Way of Greater Richmond and Petersburg are sponsoring a **Transportation Disadvantaged Forum: Elderly, Disabled and Low Income Persons** on Monday May 23, 2005 and Wednesday May 25, 2005. The May 23 meeting will be held at United Way and will start at 1:15 PM. The May 25 meeting will be held at Senior Connections and will start at 9:15 AM. Meeting agenda and directions for each of the meeting locations are enclosed with this letter.

Your participation is vital to the success of these meetings. Please make plans to attend one of the meetings to discuss public transportation needs for the region's elderly, disabled, and low-income population groups. If you have not notified us of your plans to attend, please call Sharon Robeson, RRPDC Administrative Secretary, at 367-6001 (or contact by e-mail at [srobeson@richmondregional.org](mailto:srobeson@richmondregional.org)) so that room arrangements can be made, and plans finalized for handout materials and refreshments.

We appreciate your help in providing valuable information useful to us in assessing specialized transportation service needs and availability in the Richmond region. We look forward to hearing from you at the meeting. If you have any questions, please call Michael Clements, RRPDC Principal Planner, at (804) 367-6001.

MOC/ser  
Enclosures

pc: Paul Fisher, RRPDC  
Dan Lysy, RRPDC  
Meade Boswell, Untied Way  
Harris Spindle, Senior Connections

## **Public Transportation Needs Assessment for Elderly, Disabled, and Low Income Population Groups**

### **Study Overview:**

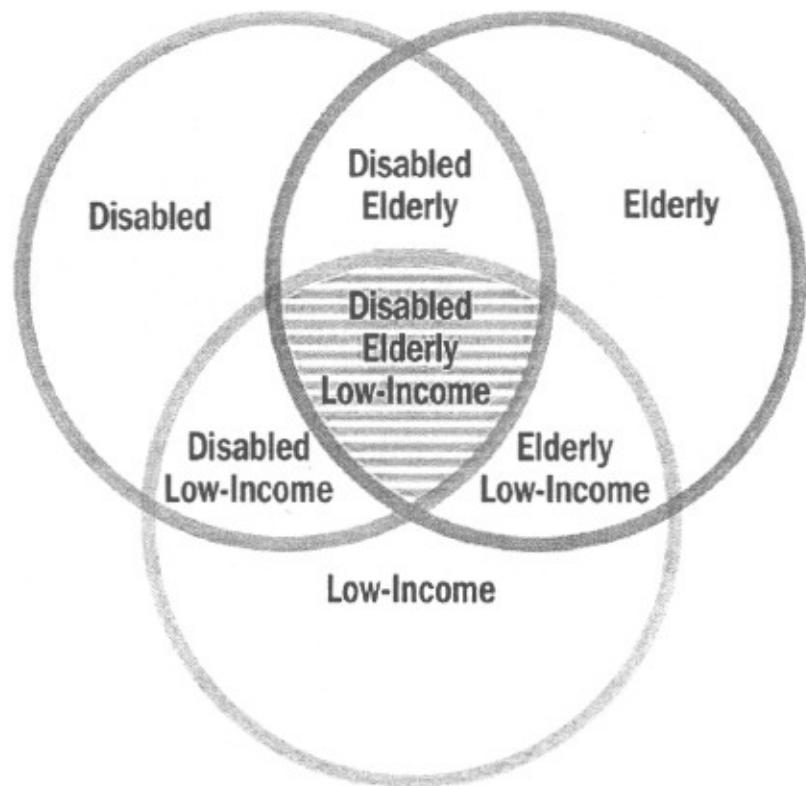
The study will assess the public transportation needs of transportation disadvantaged groups and appropriate and feasible public transportation services in the Richmond region.

Transportation Disadvantaged Groups include:

- Elderly
- Disabled
- Low Income

The assessment should provide the following information:

- Location and number of elderly, disabled and low income in need of public transportation services
- Major travel destinations
- Travel times
- Trip purposes (work, shop, health, etc...)
- Available public transportation service options



### **Study Tasks:**

Identify Transportation Disadvantaged (TD) population groups (i.e., elderly, disabled, and low income) using Census Transportation Planning Package (CTPP) summary tables:

- by location
- by quantity in need of public transportation services

Identify and contact area human/social service agencies/organizations to obtain reports, studies, data and other available information needed for development of the needs assessment including major travel destinations, travel times, and trip purposes of the TD groups.

Coordinate with transportation service providers

- Identify and contact major transportation providers for reports, studies, data and other available information identifying available public transportation services and specialized public transportation, including eligibility requirements for use, fares, usage, and routes.
- Map established public transportation routes
- Assess TD mobility trends based on available studies and data

Identify & map major travel destinations, including:

- Medical facilities
- Retail
- Employment
- Human/social service agencies
- Government facilities
- Educational facilities

Conduct analysis comparing TD needs to available transportation services.

Identify deficiencies and inadequacies of the existing transportation system to meet the mobility needs of the transportation disadvantaged public.

Initiate a list of draft recommendations for meeting the mobility needs of the transportation disadvantaged public.

Prepare draft report and submit for review and action by MPO committees and the MPO policy board.



# **Transportation Disadvantaged Forum: Elderly, Disabled and Low Income Persons**

**Senior Connections, Capital Area Agency on Aging  
24 East Cary Street  
Richmond, VA 23219**

**May 25, 2005  
9:15 AM – 11:30 AM**

**9:15 AM Registration & Refreshments**

**9:30 AM Welcome & Introductions**

Thelma Bland Watson  
(Senior Connections, The  
Capital Area Agency on Aging)

**9:40 AM Transportation Disadvantaged Study**

- Summary Presentation**
- Questions & Answers**
- Discussion of Survey**

Michael O. Clements  
(Richmond Regional Planning  
District Commission – RRPDC)

RRPDC staff will provide a presentation of the *Public Transportation Needs Assessment for Disadvantaged Population Groups* that is currently underway. Participants will be given the opportunity to ask questions and comment on the study data and assumptions. Additional data and comments are being requested through a survey to transportation providers and social service agencies.

**10:15 AM Break**

**10:20 AM Defining the Transportation Issues for**

- Elderly**
- Disabled**
- Low-Income**

Michael O. Clements  
(RRPDC)

A structured discussion in which participants will be asked to provide input on the transportation issues and barriers that each of the identified disadvantaged groups confront. Comments will be posted and summarized.

**3:00 PM Overcoming Barriers**

Michael O. Clements  
(RRPDC)

A structured discussion in which participants will be asked to provide recommendations and potential improvements that can help disadvantaged groups overcome mobility barriers. Comments will be posted and summarized. Results to be incorporated into Phase II of the study.

**11:25 AM Closing Remarks**

Harris Spindle  
(Senior Connections)

## **Transportation Disadvantaged Forum: Elderly, Disabled and Low Income Persons**

**United Way of Greater Richmond & Petersburg  
224 East Broad Street  
Richmond, VA 23241**

**May 23, 2005  
1:15 PM – 3:30 PM**

**1:15 PM Registration & Refreshments**

**1:30 PM Welcome & Introductions**

Sherrie L. Brach  
(United Way)

**1:40 PM Transportation Disadvantaged Study**

- Summary Presentation**
- Questions & Answers**
- Discussion of Survey**

Michael O. Clements  
(Richmond Regional Planning  
District Commission – RRPDC)

RRPDC staff will provide a presentation of the *Public Transportation Needs Assessment for Disadvantaged Population Groups* that is currently underway. Participants will be given the opportunity to ask questions and comment on the study data and assumptions. Additional data and comments are being requested through a survey to transportation providers and social service agencies.

**2:15 PM Break**

**2:20 PM Defining the Transportation Issues for**

- Elderly**
- Disabled**
- Low-Income**

Michael O. Clements  
(RRPDC)

A structured discussion in which participants will be asked to provide input on the transportation issues and barriers that each of the identified disadvantaged groups confront. Comments will be posted and summarized.

**3:00 PM Overcoming Barriers**

Michael O. Clements  
(RRPDC)

A structured discussion in which participants will be asked to provide recommendations and potential improvements that can help disadvantaged groups overcome mobility barriers. Comments will be posted and summarized. Results to be incorporated into Phase II of the study.

**3:25 PM Closing Remarks**

Meade Boswell  
(United Way)



Planning District Commission



Metropolitan Planning Organization

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Counties of  
Charles City  
Chesterfield  
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Powhatan  
City of  
Richmond  
Executive Director  
Paul E. Fisher

## MEMORANDUM

**To:** Richmond Area Social Service Agencies  
Richmond Area Transportation Providers

**From:** Michael O. Clements, P.E., Principal Planner *MOC*  
Richmond Regional Planning District Commission

**Date:** May 31, 2005

**Subj:** **Transportation Disadvantaged Forum: Elderly, Disabled and Low- Income Persons**

Thank you for attending and participating in the May 23, 2005 and/or May 25, 2005 **Transportation Disadvantaged Forum: Elderly, Disabled and Low Income Persons** sponsored by the Richmond Area Metropolitan Planning Organization (MPO), Senior Connections, The Capital Area Agency on Aging, and the United Way of Greater Richmond and Petersburg. Your participation is greatly appreciated and will prove very useful in identifying the mobility needs of the region's elderly, disabled, and low-income.

Attached is a summary of the transportation issues and barriers discussed at both forums. Please review the information and provide us with any revisions, changes, and additional explanations as appropriate to assist in explaining each item. Please provide any comments by June 17, 2005 so that we can incorporate the information into our study.

The next step will be for MPO staff to prepare a draft report on assessing the mobility needs of elderly, disabled, and low-income persons in the Richmond region. A copy of this draft report will be transmitted for your review and comment when available later this summer. Once comments are reviewed, the draft report will be submitted to the MPO Technical Advisory Committee (TAC), Citizens Transportation Advisory Committee (CTAC), and Elderly and Disabled Advisory Committee (EDAC) for review, comments and recommendations. The final report will be submitted to the MPO Board for its review and approval.

Also attached for your information is the list of attendees for the two transportation forum meetings. Again, we appreciate your help in providing valuable information useful to us in assessing specialized transportation service needs and availability in the Richmond region. If you have any questions or comments, please call Michael Clements, RRPDC Principal Planner, at (804) 367-6001 or e-mail him at [mclements@richmondregional.org](mailto:mclements@richmondregional.org).

MOC/ser  
Enclosures

pc: Meade Boswell, Untied Way  
Harris Spindle, Senior Connections

Paul Fisher, RRPDC  
Dan Lysy, RRPDC

**Summary of Mobility Issues and Barriers  
for Disadvantaged (Elderly, Disabled & Low-Income) Population Groups  
from May 23 & 25, 2005 Transportation Disadvantaged Forum**

**ELDERLY**

Communication

- ❖ Lack of understanding and flexibility in scheduling appointments with regard to lead time, wait time, and return pick-up time
- ❖ Customer & provider communication difficulties (hearing, clarity, ensuring comprehension of needed services)
- ❖ Lack of communication and awareness of transportation options

Coordination

- ❖ Lack of coordination among social service agencies
- ❖ Need for pooling and coordination of existing resources
- ❖ Politics/regional cooperation – more local government cooperation is needed

Cost

- ❖ Increasing transportation costs and diminishing affordability – need for additional funding (need for more than Medicaid funding to meet transportation needs)

Service

- ❖ Need for more door-to-door service (versus curb-to-curb service)
- ❖ Driver training to recognize ailments affecting elderly and disabled (i.e., dementia, Alzheimer's, etc.) and how to respond to special needs
- ❖ Need for assistance with packages
- ❖ Need more short and frequent trips (shuttles)
- ❖ Need for driving assistance and directions
- ❖ Lack of assistance for using public transit
- ❖ Long waiting times for rides and trips
- ❖ Need for scheduling assistance
- ❖ Reliability of providers is lacking

Policy/Guidelines

- ❖ Need for consistency of rules among providers regarding guests/companions/aids (required by Medicaid) – scheduling guests ahead of time
- ❖ Recognition of other forms of eligibility (out-of-state, etc.)
- ❖ Varying definition of elderly
- ❖ Need for flexible guidelines regarding borderline eligibility cases

The Built Environment

- ❖ Need for building designs to accommodate transit
- ❖ Lack of sidewalks/safe trips to stops/pedestrian facilities

Outside Factors

- ❖ Liability (agency/providers) – liability insurance hampers more transportation resources – public awareness for “good Samaritan” work (volunteerism)
- ❖ Driving patterns, roads, traffic, congestion

- ❖ Ride-sharing, resistance to dependency
- ❖ Crime
- ❖ Lack of transportation to many destinations
- ❖ Health issues (driving home from appointments)
- ❖ Driving into city or unfamiliar places
- ❖ Rural road conditions/weather related concerns
- ❖ Increase in elderly population
- ❖ Increased travel distance (due to suburbanization)

## DISABLED

### Communication

- ❖ Customer & provider communication difficulties
- ❖ Understanding the needs of the disabled due to a lack of public awareness– the role of the Media
- ❖ Options for the blind (understanding needs for blind) - Blind community is underrepresented in community – number of options is more limited for the blind
- ❖ Need for greater clarity of schedules
- ❖ Lack of awareness and communication of transportation options

### Coordination

- ❖ Need for consistency among providers and services provided (i.e., comment that Logisticare may broker with a different company for the same client on different days)
- ❖ Need for pooling and coordination of existing resources
- ❖ Politics/regional cooperation – more local government cooperation is needed

### Cost

- ❖ Increasing costs to consumer, agencies, and providers
- ❖ Need for start-up help for transportation providers
- ❖ Affordability of specialized services – (assistance while waiting to qualify for services)

### Service

- ❖ Need for more door-to-door service (versus curb-to-curb service)
- ❖ Need for better strategies for new services – out-of-the-box solutions, innovative marketing, different ways to transport people
- ❖ Lack of weekend service in Henrico and Chesterfield counties
- ❖ Limited service weekend and holidays
- ❖ Expanded specialized services geographically
- ❖ Expanding fixed route service geographically
- ❖ Need for more services than just fixed routes (GRTC) or CARE services
- ❖ Weekday/weekend route consistency
- ❖ Need for driving assistance and directions
- ❖ Lack of assistance for using public transit
- ❖ Need for door-through-door service for visually impaired
- ❖ Need for attendants on vans/transit for mentally disabled persons
- ❖ Long waiting times for rides and trips
- ❖ Need for scheduling assistance
- ❖ Reliability of providers

- ❖ Transportation needs for developmentally disabled abuse victims to/from shelters, services, etc.
- ❖ Driver training to recognize ailments affecting disabled (i.e., dementia, Alzheimer's, etc.) and how to respond to special needs
- ❖ Reliability of transportation providers

#### Policy/Guidelines

- ❖ Need for consistency of rules among providers regarding guests/companions/aids (required by Medicaid) – scheduling guests ahead of time
- ❖ Need for flexible guidelines regarding borderline eligibility cases

#### The Built Environment

- ❖ Accessibility to stops, lack of sidewalks, access from transportation to destination

#### Outside Factors

- ❖ Dollar is the bottom line in provision of service – more emphasis given to efficiencies than quality
- ❖ Liability (agency/providers) – liability insurance hampers more transportation resources
- ❖ Maintaining organization efficiency to achieve public support
- ❖ Abuses and support for disabled
- ❖ Assistance with daily living activities
- ❖ Increase in the number of disabled persons
- ❖ Increased travel distance (due to suburbanization)
- ❖ Public attitudes - Census data shows 91% of households have their own transportation – so why support other's needs?

### **LOW INCOME**

#### Communication

- ❖ Understanding the needs of the low-income – the role of the media for public awareness
- ❖ Incomplete awareness and education of poverty circumstances – hourly jobs, job security, lack of basic necessities (including on-demand transportation), etc.
- ❖ Lack of awareness and communication of transportation options

#### Coordination

- ❖ Need for pooling and coordination of existing transportation resources

#### Cost

- ❖ Cost in time and money of long bus trips
- ❖ Increasing transportation costs and diminishing affordability – need for additional funding
- ❖ Affordability of specialized services – (assistance while waiting to qualify for services)

#### Service

- ❖ Schedule consistency and reliability creates difficulties (schedules vary by time of day, day of week, holidays, and by jurisdiction)
- ❖ Timeliness of specialized services

- ❖ Expanding fixed route service geographically – Transportation for employment – (increase of employment opportunities further outside the city in areas not served by transit)
- ❖ Number of transfers greatly increases trip length
- ❖ Reverse commutes for employment (i.e., city to suburbs)
- ❖ Henrico routes – consistency, availability, weekend service
- ❖ Off peak work shifts – transportation needs for evening and night shifts
- ❖ Need greater midday service to accommodate minor family emergency needs
- ❖ More variety in routes and times
- ❖ Transportation needs for victims of domestic violence to/from shelters, employment, social services
- ❖ Juveniles without transportation who need to work

#### Policy/Guidelines

- ❖ The need for accommodating additional family members on trips, especially multiple children
- ❖ Access to childcare facilities
- ❖ Need for flexible guidelines regarding borderline eligibility cases
- ❖ Desire to transport children back to original school from temporary shelters

#### The Built Environment

- ❖ Access to suburban employment/resources – medical etc. (suburban expansion)
- ❖ Need for greater pedestrian access, lack of sidewalks and bus shelters
- ❖ Safety of bus stops (secluded areas in early mornings, evenings)
- ❖ Vehicle access to apartments and developments

#### Outside Factors

- ❖ Greater number of Medicaid clients with need for access to suburban medical appointments
- ❖ Increase in low-income population

**Summary of Ideas for Overcoming Barriers  
for Disadvantaged (Elderly, Disabled & Low Income) Population Groups**  
from May 23 & 25, 2005 Transportation Disadvantaged Forum

Communication

- ❖ Use media for education and awareness campaigns for various needs
- ❖ Emphasize greater use/awareness of Ridefinders
- ❖ Increase awareness of liability issues/solutions for volunteers/agencies
- ❖ Increase communication between agencies and advocacy groups – establish a regional voice/champion for entire group

Coordination

- ❖ Establish system for pooling vans (vehicles) between agencies
- ❖ Promote regionalism – local government coordination and cooperation
- ❖ Enlist corporate sponsorship (ticket sales/distribution, funding, program awareness)
- ❖ Coordinate services among the various transportation providers (vans, maintenance, insurance, volunteers, etc.)
- ❖ Coordination of volunteers through a central volunteer organization

Cost

- ❖ Find additional funding sources
- ❖ Recommend more money be spent on specialized transportation services
- ❖ Enlist the business community for funding
- ❖ Designate specific categories for reduced fares

Service

- ❖ Develop target market transportation services
- ❖ Establish transportation hubs (park-and-ride) to encourage fixed routes
- ❖ Establish a pilot transportation programs for rural areas, fixed routes for necessary services, coordinating rider destinations
- ❖ Provide additional Door-to-door services
- ❖ Greater use of social service agency transportation services

Policy/Guidelines

- ❖ Establish “enterprise zones” for specialized services
- ❖ Consider income tax credits for businesses providing specialized transportation services to their employees as an employee benefit
- ❖ Rethink needs based on target areas (origins & destinations)
- ❖ Rethink how transportation is provided (strategic trips, address needs, not established routes)
- ❖ Enforce traffic violations (speeding) crime
- ❖ Legislative changes for liability laws
- ❖ Implement a “Plan of Action” for continuing efforts at improving the specialized transportation services (goals, strategies, timeline, direction)

### The Built Environment

- ❖ Prioritize issues to promote proactive planning agenda (e.g., retiming traffic lights for elderly and disabled pedestrians)
- ❖ Promote better pedestrian, bicycle designs/developments (sidewalks, facilities, site development guidelines)
- ❖ Promote walkable & livable neighborhoods – improved health, less dependency, (better long range planning)

### Outside Factors

- ❖ Seek business leadership (Chamber of Commerce) for assistance with initiating strategies; buy-in from business leaders is needed
- ❖ Assistance from transportation professionals regarding information on cost of services, coordination with jurisdictions, providers, etc. – helping human service agencies with their transportation issues
- ❖ Find a “Champion” for supporting specialized transportation services
- ❖ Increase client involvement (education, volunteering)

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from  
memo

**Transportation Issues, Barriers, Gaps**  
**Agency forums held May 23 and 25 in conjunction with RRPDC**  
**Attendance = 65**

O = Overall    E= Elderly    D = Disabled    L = Low Income

Affordability	Availability	Planning, Design, Accessibility Safety	Communication	Human Service Agencies (NPOs)
Competition for public funds, trans takes back seat -O	Some medically-related trans., but no shopping, recreational, church - O	Hi-rise on Hioaks, can't get bus into entry area E,D	Immigrants, Language barriers-O	Trans is pain in neck for agencies-O
Barely affordable to NPOs -O	Job-related, 3 <sup>rd</sup> shift-L Service hours not good for shift workers -O	Absence of sidewalks at bus stop- O	Deafness, sign lang.-D,E Hearing impairment = poor speech, slower processing	Takes resources (human & fiscal) and energy away from services-O
Seems like we're moving backwards-O	People with severe disabilities aren't served well, need assistance- D	Safe access to bus stop-O	Speech impediments hard to understand when making reservations-D	Barely affordable for NPOs -O
Limited rural providers-O	Limited rural providers -O	Architectual access—, curb cuts, foot bridges- D Shelters-O	Drivers don't understand needs/differences of their riders, same with reservation people -O	Greater efficiency required, must balance with quality of service -O
Not affordable for riders-O.	Need linkages to comm. Svs, and usual comm. activities -O	Unsafe to be at specific bus stops at 5:00 am-O	Some riders don't tell reservation people that they will be accompanied-D	Must be comprehensive, affordable & sustainable -O
Good transportation is essential to public health.- O	Agency provides bus tickets, but the rider can't get to where the job is. -O	Need attendants on vans for epilepsy, autism, behavioral probs, to ensure safety of person and other riders-D	People with cognitive disabilities need to be alerted to their stop.-O	Liability for agency & driver are big issues -O
Bus tickets are an easy part of agency budget to cut.-O				
Cost = \$20/trip-O	Medicaid is not always reliable or consistent-L	Need sidewalks, places to sit, shelter-O	Communication crosses all 3 target groups and all issues-O	Agencies have to buy tickets to get people to services, easy budget item to cut.-O
Must be comprehensive, affordable, sustainable-O	Need more frequent service for known destinations-O		Geography (can't cross juris. line) and local politics-O	
Funding is greatest barrier-O	Must consider quality as well as pick up & delivery-O		Rider may be disoriented following a medical procedure-O	
City residents have to move out of city because of	Few providers offer specialized trans,		Many have difficulty getting through the scheduling	

Affordability	Availability	Planning, Design, Accessibility Safety	Communication	Human Service Agencies (NPOs)
cost of transfers, time wasted, lost wages Some have to take whole day off for a medical appt.-L	Most rely on GRTC-E,D		process (language, disability, education level)-O	
Need for efficiency makes it hard to balance with quality (scheduling, assistance)-O	Need door-to-door, assist with packages, steps, etc.-O		Coordination & brokering are essential-O	
Some providers don't fund/allow aides or companions. Medicaid required need-based assistance.-O			Public needs to know about transportation options,(98% have cars = hard to get media involved)-O	
Mother taking a child to medical appt can't take other children.-O	Geography (can't cross juris. line) and Local politics-O		Riders need to know about trans options-O	
Eligibility-no safety net for those who barely miss qualifying-O	No weekend or evening service-O			
	People with disabilities now have HS diploma and want jobs, but jobs are moving away from central city, but no transpo, -D			
	Change in weekend schedule makes it hard for workers to get home-D,L			
	Better option for blind is fixed route, but they are pushed to para-trans because service not available (no service for VDB&VI on Azalea)-D			
	Dirt roads and driveways in rural areas = prob for vehicles -O			
	Homeless family needs to keep children in original school in County-L			
	FAMIS assigned to suburban MDs because			

Affordability	Availability	Planning, Design, Accessibility Safety	Communication	Human Service Agencies (NPOs)
	City MDs are full. Requires transfer, long hours for children-L			
	Finding a job is easier than finding transpo to it-O			
	Emergencies—no back-up service-O			
	Many seniors don't drive at night, need pub. Trans -E			
	Trips to and from rural areas with long wait times hard (bladder, tired)-O			

### Transportation Solutions

#### Affordability:

- Create Enterprise zones
- Tax Credits
- Pre-tax salary deductions for public transit
- ID sources of additional transportation funds
- What is the real cost of transportation—seek appropriate reimbursement (Medicaid, etc.)
- Establish categories of fares

#### Availability:

- In Staunton car dealerships donated 2 cars & 1 van. Agencies recruited vol. Drivers
- More frequent service for known destinations (off-peak v. on-peak)
- Identify target markets where they live (Hollybrook) and where they go (VCU, Wal-Mart)
- Employers provide shuttles and other trans. Services, buy tickets
- Coordination among employers in same area
- Car and van pools, Park & Rides, create transportation hubs

#### Planning, Design, Safety:

- Use trained volunteers to assist client and driver with difficult riders
- Locate stops in safe areas which have features of accessibility

#### Communication:

- Driver & reservations staff training (customer service, sensitivity, better understanding of rider difficulties and needs)
- Rider responsibility and trans options training.
- Localities should cooperate on boundary and political issues that pertain to trans.
- Seek legislative change re liability of agencies and vol drivers
- Make work incentive organizations aware of trans issues and options. Build the economic case for getting people to work and becoming self-sufficient v. Medicaid, welfare, etc.
- Need Chamber leadership
- Advocate with one voice—develop coordinated efforts, messages, plans of action
- Advocate for local govts to plan liveable, serviceable, accessible communities

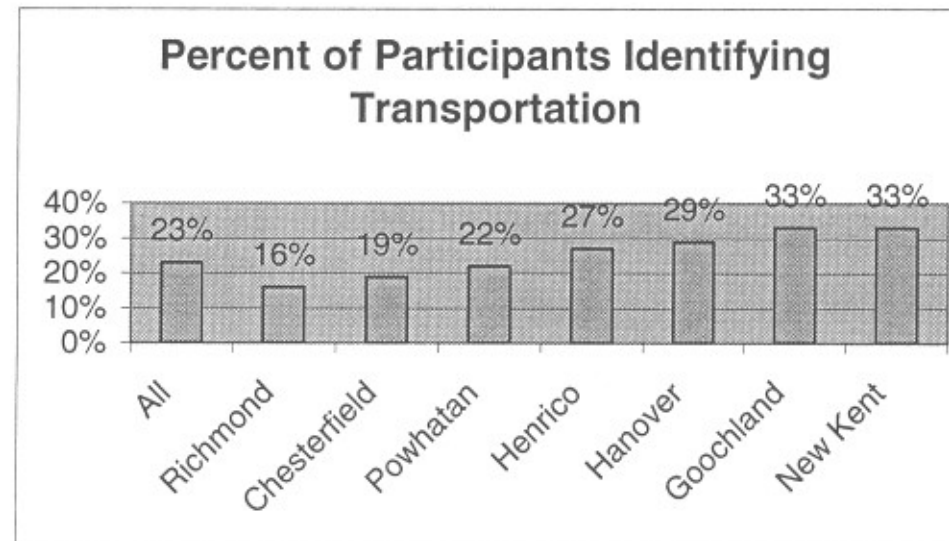
#### Human Service Agencies:

- Central Maintenance and service facility for NP agencies who provide transportation
- Coordinate agency efforts on insurance, recruitment and training of vol. drivers and attendants, rider/route sharing, scheduling, etc.

**Transportation information gleaned from United Way funding applications and their reviewers, April, 2004:**

- People without transportation are unable to receive services from Legal Aid (they don't have funds to provide home visits).
- Care providers (usually CNAs with very low incomes) who rely on public trans are not able to get to client's home in rural and suburban areas.
- Majority of our aides rely on bus service to and from their work sites. This complicates staff scheduling and limits income for transportation-dependent employees.
- Absence of affordable transportation in rural Hanover hampers access to needed services
- Our transportation service is limited due to lack of volunteer drivers
- Our participants need service in evenings and on weekends to be able to participate in community offerings
- We don't work with Red Cross because we want to serve our own clients.
- Volunteers use their own vehicles at Meals on Wheels.
- Goodwill has a transportation dept., but it may be more geared to moving goods than people.
- Finding funding for transportation has been a major challenge.
- Transportation has been eliminated—too costly, too difficult to manage with our small staff.

Eight Forums on the needs of older adults, with surveys of the participants, were held in 2002-03 by United Way. On the aggregated surveys, transportation topped the list of needs. During the discussions, the transportation issues of availability and affordability ranked number 2 overall. The charts below are from the March 2003 report on the forums.



The two Richmond forums were combined in the chart.

## Critical Issues for Older Adults (Number of total issues identified at all forums)

N = 316 responses

